



## MaineCare in Education: Provider Enrollment in MIHMS

*How a MaineCare provider can access MIHMS*

### MIHMS Provider Checklist

If you would like to submit MaineCare claims in the Maine Integrated Health Management Solution (MIHMS), be sure you have completed all the items on this checklist.

#### Provider Enrollment

- Register for a Trading Partner Account on the MIHMS Health PAS Online Portal.
- Enroll all components of your services in MIHMS, such as:
  - Provider types
  - Provider specialties
  - Rendering providers
  - Service locations

Remember, you can only bill MaineCare for the portions of your services that are enrolled in MIHMS. If you are a provider with multiple provider types, specialties, rendering providers, and service locations, and you intend to bill through MIHMS, make sure they are all enrolled correctly.

- When enrolling in MIHMS, it is important to provide the appropriate office contact name and email address. Future communications about MaineCare billing, claims, and enrollment will be sent to this contact person, so please be sure to keep this information updated.
- If you are enrolled in Primary Care Case Management (PCCM) as a PCP, please indicate this in your re-enrollment application and answer the additional follow-up questions.
- Review your "Welcome Letter" from MIHMS Enrollment and check the enrollment information for accuracy.
- If you use a Billing Agent, be sure that they have the appropriate information so they can add you to their Trading Partner Account.

Billing Agents will need your:

- TAX ID
- National Provider Identifier (NPI) or Atypical Provider Identifier (API)
- Enrollment Case Number (ECN)
- Only Trading Partners can use all the functions on the MIHMS Health PAS Online Portal, including:
  - Electronic claims submission
  - Claim status check
  - Remittance Advice access
  - Member Eligibility verification

Once you are enrolled with MaineCare, you will be able to use the Provider Maintenance Function to:

- Add, remove, or update/edit an owner/board member
- Add, remove, or update/edit a service location or rendering provider
- Add or delete a service location or rendering provider specialty
- Update a license or certification information
- Update the following office information:
  - Contact name
  - Telephone number
  - Contact e-mail address
  - Service location address
  - Office hours
  - Patient restrictions
  - Languages spoken
  - Rendering provider address
  - Rendering provider phone number
  - Rendering provider e-mail address
  - Whether a service location or rendering provider is accepting new patients or not

### **Electronic Data Interchange (EDI)**

Complete certification testing prior to submitting EDI transactions. You should complete certification testing for only those transactions you intend to submit in MIHMS. The following certification tests are available:

837- Health Care Claim

270- Health Care Eligibility Benefit Inquiry

276- Health Care Claim Status Request

278- Health Care Services Review Information (for prior authorizations and referrals)

If you are affiliated with a clearinghouse or billing agent, you should confirm that they have

completed certification testing.

- If you are affiliated with a software vendor, work with your software vendor to complete certification testing.

### **Prior Authorization**

- Review training videos to learn how to determine member eligibility and submit a prior authorization in the MIHMS Health PAS Online Portal. Training videos are available by logging in to your Trading Partner Account.

### **Primary Care Case Management (PCCM) PCP Referrals**

- PCCM PCPs should review training videos to learn how to submit referrals in the MIHMS Health PAS Online Portal. Once you are an enrolled provider, training videos are available by logging in to your Trading Partner Account.

### **MIHMS Claims Submission**

- Review the following as appropriate for the claim type:
  - Billing Instructions
  - Companion Guides (if you intend to submit EDI transactions)
- Once you are enrolled and have received your Welcome Letter, you can:
  - Submit claims by using Direct Data Entry (DDE)
  - Submit batch claims by using the Electronic Data Interchange (EDI)
  - Submit paper claims by mailing them to MaineCare Claims Processing

If you intend to submit paper claims, consider using Direct Data Entry (DDE) to submit claims. To learn more about DDE, please review the MyHealth PAS User Guides. Order the correct claims forms to submit to MIHMS: ADA 2012, CMS 1500, or UB04. Prior versions of claim forms and copies of claim forms will not be accepted.

### **Contact Information**

- Office hours are Monday through Friday, from 7:00 AM to 6:00 PM.

#### **MIHMS Enrollment:**

- Phone: 866-690-5585 (TTY: 711)

- Fax: 877-314-8776
- Email: [MainecareEnroll@molinahealthcare.com](mailto:MainecareEnroll@molinahealthcare.com)

**EDI Helpdesk:**

- Phone: 866-690-5585 (TTY: 711)
- Fax: 877-314-8776
- Email: [MainecareSupport@molinahealthcare.com](mailto:MainecareSupport@molinahealthcare.com)

**Provider Services/Prior Authorizations:**

- Phone: 1-866-690-5585 (TTY: 711)
- Fax: 1-866-598-3963
- Email: [MainecareProvider@molinahealthcare.com](mailto:MainecareProvider@molinahealthcare.com)

